

Department of Retirement Systems

PERS/SERS Plan Administrator

A Washington Management Service Recruitment

CLOSES: 5:00 PM on Friday, July 9, 2004

Our Organization

The Washington State Department of Retirement Systems (DRS) administers seven public employee retirement systems consisting of 14 retirement plans, the Deferred Compensation Program and the Dependent Care Assistance Program for eligible public employees in the state. DRS services directly affect approximately 500,000 members and over 1,300 employers.

DRS' mission is to administer Washington State's retirement and deferred compensation programs in a manner that creates the highest degree of confidence in our integrity, efficiency, fairness, and financial responsibility. We are a team-focused, fast-paced, results-driven organization. DRS uses quality management principles to ensure key business functions are customer-focused, regularly evaluated for improvement, aligned with agency vision and values, and meaningfully measured.

The Position

Reporting to the Assistant Director for Retirement Services, this position is responsible for managing the department that administers the retirement plans for active and retired members and beneficiaries of the Public Employees' Retirement System (PERS) Plans 1, 2 and 3 and the School Employees' Retirement System (SERS) Plans 2 and 3.

Nature and Scope

- Provides visionary leadership. Ability to lead, coach, train and mentor staff and inspire trust and confidence among staff and co-workers. Manages, directs and coaches staff of unit towards achievement of strategic goals. Creates and maintains an environment that promotes staff development while providing superior customer service. Achieves and sustains operational performance targets within defined budget allotments. Works continually to improve administrative processes and efficiently meet customer needs. Participates in the development of goals, objectives and targets for inclusion in the division and agency balanced scorecards.

- Plans, leads, organizes and controls the work performed by the staff of the PERS/SERS sections. Ensures the provision of excellent customer services to nearly 300,000 active and retired members of the PERS and SERS plans. Assures appropriate and optimum use of resources. Maintains the highest standards of personal, professional and ethical conduct.
- Formulates and implements tactics, policies, procedures and guidelines to ensure compliance with RCW, WAC, case law and agency policy. Identifies and evaluates legislative and agency administrative requirements to ensure sound and sufficient operational processes. Provides leadership to ensure thorough analysis of proposed legislation and preparation of complete and accurate fiscal notes. Leads implementation of new legislation and major operational changes, which modify retirement system processes and procedures. Evaluates impacts of legal cases and interpretations on members and system operations.
- Exercises prudent decision-making skills in administrative rulings on disputed issues including service credits, service retirement benefits, membership, disability benefits and survivor benefits. Renders decisions on applications for disability benefits as provided by law and rule. Actively participates in the rule development process, including identification of needs, review of drafts for completeness and assessment of impacts.
- Pursues and applies new technologies. Applies continuous quality improvement principles to develop and implement organizational and procedural changes which: a) develop efficient, cost effective methods of operation; and b) support improvements in efficiency, accuracy and timeliness to achieve gains in productivity and enhance performance. Focuses attention on activities that have the most value to customers.

Knowledge, Skills and Abilities

- Ability to lead, coach, train and mentor staff and inspire trust and confidence among staff and co-workers.
- Ability to motivate staff and effectively manage in a highly diversified environment.
- Knowledge and successful application of advanced leadership principles, practices and long-range planning.
- Knowledge and successful application of methods from strategic and tactical planning, organizational design and management of business operations, including use of a balanced scorecard and production metrics.
- Knowledge and successful application of advanced principles of management, organizational development, systems and project management.
- Knowledge and experience with budget development, legislative processes and fiscal note development.
- Ability to communicate effectively and in multiple styles with a broad spectrum of customers and stakeholders, individually and in large groups, including members and employers, to ensure compliance with the laws, rules and policies of pension benefit eligibility and disbursement.

The Preferred Candidate

The preferred candidate would possess:

- A Bachelor's degree in business administration, public administration or allied field, or an advanced degree in business/public administration, organizational development or law.
- Proven ability to foster productive and effective working relationships with diverse groups.
- A minimum of five years of senior level management experience in an operational area.
- Three years of experience in the administration of pensions or related field such as health care, employee benefit administration or insurance.
- Significant experience in the management of the operations of an organization with a large volume of work and a high level of customer impact.
- Expertise in strategic planning, project management, formulating and implementing policy, developing and administering budgets and process improvement measurement and organization.
- Effective writing and oral presentation skills.

Compensation and Benefits

\$62,000 - \$74,000 per year, depending on qualifications and experience. The State of Washington offers a full benefits package including health, life and long-term disability insurance; paid vacation and sick leave; 11 paid holidays per year; a state retirement plan; optional credit unions, savings bonds and a Deferred Compensation Program.

How To Apply

Interested, qualified candidates are asked to submit the following:

- A letter of interest describing applicable qualifications and experience relative to the desirable qualifications for this position;
- A résumé and/or state application detailing the name(s) of employer(s) and length of employment; and
- Three (3) samples of published written material tailored to a specific audience;
- Three (3) professional references with current telephone numbers;
- Answers to the following:
 1. Outline your skills and experience as a manager. Provide background on the depth of your management skills, the size of organizations you have managed and your most difficult management challenge. Include how you resolved this situation.
 2. Describe your experience helping staff achieve their highest potential in terms of production and customer service while maintaining positive morale and an enthusiastic working environment. What tools did you use and what problems did you overcome.
 3. Define your philosophy of customer service and identify some issues and your approach to solving them.
 4. Describe your experience with the administration of pension or other benefit plans.

If you have decided to apply for this position, we would appreciate your voluntary cooperation in responding to the [Applicant Profile](#) data sheet. This information will assist in ensuring equal employment opportunity and is strictly confidential, available only to authorized staff and the hiring authority.

Application materials must be received by 5 p.m. on Friday, July 9, 2004. Electronic transmittals will be accepted. Only those candidates determined to possess the experience and qualifications best meeting the needs of the position (as described in their résumé and letter of interest) will be contacted.

Send application materials to: **Department of Retirement Systems
Human Resources Office
Post Office Box 48380
Olympia, Washington 98504-8380
Phone (360) 664-7020; Fax 586-4225;
E-mail: HumanR@drs.wa.gov**

The Department of Retirement Systems is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability needing assistance in the application process or those needing this job announcement in an alternate format, may call the Human Resources office at (360) 664-7020 or the telecommunications device for the deaf at (360) 586-5450 or toll-free at 1-866-377-8895.